



COMMUNITY SERVICES DIRECTOR

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under policy direction from the City Manager, the Community Services Director is responsible to plan, direct, manage and oversee the activities, facilities and operations of the City's Community Services Department. This position is responsible to provide highly responsible support to the City Manager.

Classification Characteristics:

This at-will position exercises direct and indirect supervision over supervisory, professional, technical and administrative staff.

Essential Functions:

- Through subordinate supervisors, direct a variety of programs including recreational activities, sports activities, special events, facility management, park development, community services, volunteer programs and the City's Military Banner program.
- Administer complex contractual agreements with outside agencies and companies including with the U.S. Department of Housing and Urban Development (HUD) and Community Development Block Grant (CDBG) recipients, the City of Chino, Chino Valley Unified School District, recreation contract instructors and other service providers.
- Recommend and implement the revision of policies, procedures, and other information pertaining to the administration of City and department business; conduct research, perform complex analysis and review for conformance with City code and other legal requirements.
- Implement directives from the City Manager and collaborate to resolve issues.
- Direct the preparation of the Community Services budget; compile materials in preparation of City Manager review; maintain and monitor appropriate budget controls; and ensure compliance with budget parameters and City financial policies.
- Receive, investigate and respond to difficult and sensitive problems and complaints in a professional manner; take necessary corrective action.
- Assess and monitor workloads, service delivery methods, administrative and support systems, and internal reporting relationships; identify opportunities for improvement in efficiency and effectiveness.
- Select, train, motivate and evaluate the Community Services personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Represent the Community Services Department to other City departments, elected officials, commissions and outside agencies; coordinate activities with those of other departments and outside agencies and organizations.
- Meet with public groups, service clubs and organizations to promote recreational programs and answer questions.

- Prepare, review and present concise reports and informational updates to the City Council as assigned by the City Manager.
- Provide complex staff assistance to the City Manager, City Council, Parks and Recreation Commission and the Chino Hills Community Foundation.
- Attend and participate in professional group meetings; research emerging trends, innovations, products and enhancements and their applicability to City needs.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints that cannot be handled at a lower level.

Qualifications:

Knowledge of:

- Principles, practices and operational characteristics of a comprehensive recreation program.
- Common recreational and social needs of various age groups.
- Facility and park planning and development.
- Methods of contract negotiation and effective administration.
- Principles and practices and operational characteristics of facility management.
- Organization and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Techniques of recruiting, interviewing, and selecting applicants for employment.
- Principles and practices of public relations and effective communication.
- The role of citizen committees, organization of city government and the effective methods of professional leadership within this framework.
- Pertinent Federal, State, local laws, codes and regulations.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training and performance evaluation.

Ability to:

- Provide leadership that includes building strong work relationships, empowering and mentoring staff, contributing to the City's culture of ethics and integrity and embracing and fostering the City's Mission and Values Statements.
- Develop and administer department goals, objectives and procedures.
- Analyze programs, policies and operational needs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Communicate clearly and concisely, both orally and in writing; prepare clear and concise reports.
- Interpret and apply related Federal, State, and local policies, laws and regulations.
- Identify and strategically respond to community and City Council issues, concerns and needs.
- Administer large and complex budgets.
- Select, supervise, train and evaluate staff.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work, including City officials, City staff, the public and other agencies.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Five years of increasingly responsible management-level recreation experience in a municipal government.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in recreation administration, business administration, public administration or a related field.

License or Certificate:

Possession of a California Class C Driver's License.

Working Conditions:

Work primarily in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for responding to in-person and telephone inquiries and for documenting actions in public meetings. Vision is required for normal office work. The need to lift and carry files and documents weighing up to 25 pounds is required.